



OPERATIONAL MEMO

OPERATIONAL MEMO NUMBER: HCPF OM 18-020

TITLE: CES, CHCBS, & OCC NEW SUBMISSION PROCESS THROUGH EQHEALTH EQSUITE

SUPERSEDES NUMBER: N/A

ISSUE DATE: NOVEMBER 15, 2018

EFFECTIVE DATE: NOVEMBER 12, 2018

DIVISION AND OFFICE: BENEFITS AND SERVICES MANAGEMENT, OFFICE OF COMMUNITY LIVING

PROGRAM AREA: WAIVER ADMINISTRATION AND COMPLIANCE

APPROVED BY: BONNIE SILVA

KEY WORDS: CHILDREN'S EXTENSIVE SUPPORT WAIVER (CES), CHILDREN'S HCBS WAIVER (CHCBS), OVER COST CONTAINMENT (OCC)

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

To inform Case Management Agencies (CMA)/ Case Managers (CM) of the new submission process for Children's Extensive Support Waiver (CES) initial applications and Continued Stay Reviews (CSR), Children's HCBS Waiver (CHCBS) initial applications and CSRs, and Over Cost Containment (OCC) state review submissions through eQSuite managed by eQHealth.

Background:

With the current process the CMA/CM submits a CES initial application and CSR through email at ColoradoCES@eqhs.org or fax communication with eQHealth. As the Utilization Review Contractor of CES initial applications and CSRs for the Department, eQHealth reviews and communicates with the CMA/CM with approval/denial.

The current process for CHCBS is for the CMA/CM to submit the initial application and cost containment forms related to CSRs to the Department through email at

HCBSwaivers@state.co.us. Department staff review and communicate with the CMA/CM with approval/denial.

For OCC the current process is for the CMA/CM to submit all documentation to the Department through email at LTSSOCC@state.co.us. The Department communicates with the CMA/CM if more documentation is needed or if approved/denied.

Procedure:

CHCBS and OCC reviews

Documents submitted to the Department for CHCBS and OCC reviews after November 1, 2018, may be completed by eQHealth as the Department trains eQHealth to complete these reviews. Case Managers may begin to receive CHCBS and OCC correspondence during this time.

Beginning December 1, 2018, the review of all CHCBS initial applications/CSRs and OCC state reviews will be completed by eQHealth.

eQSuite Training

Training for eQSuite for CMA/CM needing access will occur between November 19, 2018 – November 30, 2018. Upon completion training login information for eQSuite will be provided by eQHealth.

Additionally, communications will be sent directly to CMAs providing the details of these trainings in the coming days. Training slides and presentations will also be posted to the eQSuite website for future reference by Case Managers.

Beginning December 1, 2018, all CES initial applications/CSRs, all CHCBS initial applications/CSRs, and all OCC state reviews will be submitted to eQHealth through their portal eQSuite.

Attachments:

None

Department Contact:

HCBSWaivers@state.co.us
303-866-3684